Services to Libraries Report
September 2014 – November 2014

Our Current Services Are the Preferred Future for the Washington State Library
by Jeff Martin, Library Development Manager, October 21, 2014

The 2014 Washington State Library Essential Services Survey revealed what many of us already believed to be true; every program within the Washington State Library is valued not only by those who indicated that was the service used most often but by those who more frequently used other services within the State Library.

Who would have believed that over 1,160 people would respond to our request in under three days? Three hundred forty-two (342) responded in the first 12 hours, 569 responded the next day, and 254 responses were received on day 3. At the close of the public portion of the survey on October 17, 2014 over 1,700 responses had been submitted. We are now in the process of adding in several hundred paper surveys filled out by residents of our DOC and DSHS institutional branches.

State employees, not including WSL or OSOS employees, comprised over 16% of the responses. That rate tied with the staff of Washington libraries, and was closely followed by patrons of WTBBL and educators. We are still receiving paper surveys from outlying locations so expect that users of the institutional branches (paper response, no Internet access), will ramp up the response rate of those groups. Residents of institutional branches currently have 13% of responses.

What is the one service area that respondents use most often? The Washington Talking Book and Braille Library is just over 21%, followed by digital collections at 20%, and library development at 17%. Central library services is close behind at 15%.

Between 4% and 8% of respondents are unaware of some of the activities listed in the survey. Between 6% and 12% were aware that certain activities occurred but had no opinion as to their importance.

Combining the counts for somewhat important and very important into a single category, the lowest rated activity (access to federal publications) still rated as somewhat or very important by over 62% of respondents. The most highly rated activity was the provision of digital talking books for WTBBL customers with just over 83% indicating this activity was somewhat or very important.

Not surprisingly, just under 20% of respondents indicated that access to federal publications was either somewhat unimportant or unimportant. The same is true at the opposite end. Just over 6% of respondents indicated that the provision of digital talking books was somewhat unimportant or unimportant.

Summary of Activities

September to November 2014

2014 Digital Literacy, Digital Skills Training, and Washington Rural Heritage Grant Cycles Activity

Jeff Martin
Maura Walsh
Elizabeth Iaukea
Jennifer Fenton
Evan Robb

Update on 2014 grant cycles:

- **2014 Digital Skills training**: Overall funding to support this grant cycle is $450,000. There is a limit of $50,000 per application. Seventeen new grants were offered to the following sub-grantees:
  - Asotin County Library
  - Ellensburg Public Library
  - Jamestown S'Klallam Tribal Library
  - Longview Public Library
  - Lopez Island Library District
  - Nisqually Tribal Library
  - North Central Regional Library
  - Pierce County Library
  - Port Townsend Public Library
  - Reardan Memorial Library
  - Spokane County Library District
  - Spokane Public Library
  - Walla Walla County Rural Library District
  - Whitman County Rural Library District
  - Yakama Nation Library
  - Yakima Valley Libraries

- **2014 Digital Literacy**: Overall funding for the cycle is $75,000. There is a limit of $7,500 per application. Twelve applications were funded.

- **2014 Washington Rural Heritage**: Overall funding for the cycle is $50,000. Eight applications were funded.

All Aboard for Kindergarten

Diane Hutchins

Met online with Mary Ellen Braks to discuss advisory committee for project and invitation to prospective committee members (10/10).

Ask WA Nono Burling	**Activities** • Trained new QP librarian at St. Martins University – 8/7/2014 • Coordinated with Mike Wood and Deanna Sukkar at Shoreline to present Ask WA User's Group training- topic: Marketing the Service to your patrons. • Coordinated with Aubri Keleman at Whatcom County Public Library to present at the WLMA conference "Virtual Reference: Partnering with Your Public Library to Reach Your Students" 12 in attendance. • Worked with Jennifer Rohan at Green River Community College and QP staff to figure out how to insert link to Ask WA within Primo results. • Worked with IT staff to update Ask WA mobile app. • Created marketing resources, bookmarks, posters, QR codes for member libraries. • Attended CLAMS conference – poster presentation on Ask WA and how Community Colleges can insert the service into specific software. 58 in attendance. • 2 site visits: NW Indian College, Yakima Valley Community College. • Created marketing materials for Ask WA.
Build/IMLS partnership Diane Hutchins	**Supporting Communities through Museums and Libraries** Participated in first conference call, with Rand Simmons and 6 other members of the Washington State team, for BUILD's new project, "Supporting Communities Through Museums and Libraries" (9/5).
Connecting the Dots: Diane Hutchins	**Activities** • Held online meeting with 6 Project VIEWS researchers and 2 staff from Spokane County Library District to discuss training outline for Supercharged Storytimes – The VIEWS2 Way (9/29). • Co-presented "Project VIEWS2: Early Literacy Intervention & Evaluation" to 18 enthusiastic audience members at WLMA in Yakima with Sarah Zabel (a Project VIEWS librarian) and Lorraine Bruce (UW iSchool faculty) (10/3). • Participated in web meeting with 3 staff from OCLC/WebJunction and 4 Project VIEWS researchers to discuss pilot rollout of Project VIEWS tools (Early Learning Success) (10/9). • Certificates of Recognition, signed by Secretary of State Kim Wyman, State Librarian Randall Simmons, and Harry Bruce, Dean of the Information School of the University of Washington, thanking participants for their role in the success of Project VIEWS2, were sent out on 10/8 to: 　▪ 38 library staff who participated in Project VIEWS2 experimental and control groups. 　▪ 37 libraries (including branches) that supported their staff who participated in Project VIEWS2.

Continuing Education Grants & ITCE Grants Jennifer Fenton	One grant was approved in September 2014 for Kitsap Regional Library to send staff to the Polaris Users Group 13th Annual Meeting
Digital Literacy Grant Cycle Jennifer Fenton Maura Walsh	Contracts for the 2014 Digital Literacy grants were sent and most have been returned. There were several issues with the 2013 grants (2013) that resulted in significant unspent funds. Washington State Library is now monitoring subgrantee activity, processing grant claims, and reviewing report submissions.
Gadget Menagerie Jennifer Fenton Nono Burling Evelyn Lindberg Joe Olayvar	Each workshop consists of offering several current mobile devices for attendees to learn and explore. These devices represent the 3 major operating systems; Microsoft's Windows 8 RT, Apple's iOS, and a variety of Android based systems. The Gadget Menagerie continues with a special invitation to present at INCOL in Coeur d'Alene on October 17th. Kitsap Regional Library will borrow the menagerie in November with Fenton and Lindberg providing support.
Institutional Library Services **Laura Sherbo**	Institutional branch libraries exist within nine Department of Corrections adult prisons and Eastern and Western State Hospitals. These libraries are staffed on average 22 open hours per week per branch. During September 2014, staff members responded to approximately 460 reference questions and circulated over 61,000 items.
Koha ILS Proof of Concept Project Gary Bortel	**Activities** • Batch conversion and uploading of MARC bibliographic records at Kalama and Davenport public libraries. • 6 site visits over six days –Kalama, Cathlamet
Libraries as Open Education Leaders Shirley Lewis	Contract was signed by all parties as of September 22, 2014. The fall workshop for project participants will take place on November 7 at Tacoma Community College. The project has a website at http://libraryasleader.org/
Library Now: Mobile App for Washington Libraries Will Stuivenga	**Activities** All of the following activities were accomplished working with Carolyn Petersen, project co-manager. • Worked with vendor (Boopsie) to get their 2015 subscription renewals organized and underway. • Organized and promoted two Library Now webinars for October (10/13 and 10/14).

	• Met several times (both online and in person) with Boopsie staff to review progress as represented by usage reports, marketing efforts, etc. • Implemented end user survey on the Library Now app to provide user satisfaction data to the funder (Paul G. Allen Family Foundation).
Lincoln county biennial fall meeting Carolyn Petersen Diane Hutchins	The libraries of Lincoln county together with the Ritzville library meet at Odessa on October 23rd. All 7 libraries were represented. Hutchins conducted an OBE training session. As a group we worked on collaborative planning for next year's summer reading program. They reviewed their implementation of the grant which they received from the Inland NW foundation. They also made progress on strengthening ILL agreements as a basis for a future union catalog. The strategy in obtaining the grant for the group was to demonstrate that cooperative planning could produce the following: • Stretch scarce resources of time by each librarian only having to plan ONE program instead of several. • Stretch money by sharing the program boxes. • The anticipated outcome was providing a richer summer program experience for youth of the communities. The libraries discussed how their summer reading program might assist their communities in preventing the Summer Reading slide which happens for so many low income kids. Lincoln county has a high percentage of children who have attend the free and reduced lunch program.
Microsoft IT Academy Elizabeth Iaukea	• Microsoft Office Specialist (MOS) testing at Timberland Regional Library's All-Staff Training Day – 10 staff tested. • Online Orientation for Employment Security staff on the IT Academy, the value of certification, and how to access the IT Academy from local libraries – 13 people. • Presentation to OSOS Fiscal staff on Accessing the Microsoft IT Academy – 15 people. • Co-hosted a community Open House at the Jamestown S'Klallam Tribal Library on the IT Academy – 9 tribal staff and government. • Presented at WALE Conference in Chelan, WA, "Getting the Most From the Microsoft IT Academy @ Your Library" – 18 people. • Presentation on Accessing the Microsoft IT Academy for Personnel/Payroll Association (PPA) meeting (composed of employees who work in the personnel and payroll offices of Washington State agencies) – 7 people. • Microsoft Office Specialist (MOS) presentation and review of IT Academy resources for Lopez Island Library staff – 5 people.

	• Microsoft Office Specialist (MOS) presentation and review of IT Academy resources for San Juan Island Library staff –5 people. • Microsoft Office Specialist (MOS) presentation and review of IT Academy resources for Orcas Island Library staff – 2 people.
Off the Page: Downloadable Audiobooks and eBooks for Washington Libraries Will Stuivenga	• Castle Rock Public Library became the 42nd public library to join the Washington Digital Library Consortium, and offer its patrons access to the Washington Anytime Library (powered by OverDrive). • Currently attempting to organize and manage WDLC's efforts to repurchase metered access content from OverDrive (Harper Collins: 26 checkouts; Penguin: 12 months; etc.). • Handed off routine Added Copy Fund and Metered Access purchases to Shirley Lewis (provided training, written instructions, and Excel template). • 9/3-6/2014 attended Association of Rural and Small Libraries annual conference in Tacoma.

Professional development and outreach
 	
Jennifer Fenton
Nono Burling
Joe Olayvar
Diane Hutchins
Evan Robb
Carolyn Petersen
Will Stuivenga
WTBBL staff
	• Fenton continues to coordinate the WLA (Washington Library Association) Mentoring program with LiFE (Leadership is For Everyone) and SIG (Student Interest Group) along with a committee. So far, 2 matches have been finalized. More academic librarians are needed to volunteer as mentors. 12 total applications for mentors and mentees have been received.
	
	• Fenton coordinated applications for several WLA program proposals that involved partnerships with various people.
	
	• Fenton attended the PNLA Leads Train-the-Trainer in Issaquah on October 19-22. Fenton will be one of two Washington State trainers and is working with PNLA and WLA on follow-up. WLA leadership is excited about partnering with PNLA to provide greater access to PNLA Leads in Washington State.
	
	• Fenton presented 3 presentations for WALE including a Gadget Menagerie pre-conference, Stressbusters and Visioning the Future.
	
	• Fenton presented a pre-conference session at ARSL with Shirley Biladeau, Idaho Commission for Libraries. The pre-conference was well received and requests were made to bring the workshop to other states.
	
	• Stuivenga is WLA WLFFTA IG Chair & Newsletter Editor.
	
	• Stuivenga serves on two WLA Committees:
	   ▪ Marketing & Communications Committee—Attended online committee meeting 9/25/2014.
	   ▪ Membership Services Committee.
	
	• Stuivenga helped recruit vendors for WLA.
	
	• Stuivenga serves on the LYRASIS Public/K12 Library Advisory Committee for e-Content.
	
	• Stuivenga is in ALA's DCWG (Digital Content Working Group).

- Bortel attended the E-rate Modernization training workshop in Portland, OR – 10/28/2014

- Bortel consulted on wireless network configuration during two days at Kalama.

- Lewis visited the Pend Oreille County Library District and Sprague Public Library to meet new librarians on September 10.

- Lewis hosted a copy cataloging workshop at Ritzville Public Library on September 11. Copy cataloging workshop attended by twelve local librarians.

- Petersen was Conference Chair for national 2014 conference of Association for Rural and Small libraries. 21 WSL scholarship recipients attended. The majority of scholarship group members met via webinars to share the ideas which they garnered from the conference and which they will implement in the upcoming months. These ideas range from staff improvement to cultural days to preserve traditional Native American crafts to gadget menagerie individualized training.

- Petersen did consulting for Washington Public Library Trustees on call.

- WTBBL outreach staff did 18 outreach events including speaking engagements, panel discussions, and tabling events. Outreach was to a diverse range of organizations including:

  - ERA Ravenna (16 attendees)
  - Hearthstone Greenlake (16 attendees)
  - Pierce county aging and disability Resource Center (20 attendees)
  - Technology Beyond Sight (60 participants)
  - Washington State Association of Activity Professionals (85 attendees)
  - Assistive Technology and Low Vision Open House for Families at the Department of Services for the Blind (25 attendees)
  - Telephone Pioneers Annual Meeting (50 attendees).

- WTBBL also held a WTBBL Patron Advisory Council meeting (12 members participating via conference call), and a photography exhibit and opening reception attended by 60 people and with a presentation and Q&A by the artist.

- Hutchins responded to query from Save the Children related to early literacy outreach to Washington's coastal tribes (9/2).

- Hutchins responded to question from staff in Whitman County Auditor's office regarding use of trademarks (9/3).

- Hutchins participated in conference call with 4 representatives of Washington's early learning community to discuss planning for ELPLP STEM Summit (9/22).

- Hutchins attended Summer Reading Roundtable in Yakima with Rand Simmons, Jeff Martin, and Carolyn Petersen (10/1).

	- Hutchins gave 2 presentations on Outcome-Based Evaluation (OBE) to a total of 15 audience members who had attended the 2014 ARSL conference in September (10/9). - Hutchins gave presentation on Outcome-Based Evaluation (OBE) to 15 WSL Library Development staff members (10/15). - Olayvar is Vice Chair of WALE - Oversee WALE IG functions and conference planning, providing technical as well as lead support. - Olayvar co-presented a Pre-Conference Gadget Menagerie session at the WALE Conference offering several current mobile devices for attendees to learn and explore that represent 3 major operating systems; Microsoft's Windows 8 RT, Apple's iOS, and a variety of Android based systems. - Technical support for various online webinars. - In person and on the phone technical assistance to libraries across the state.
Public Library Statistics Evelyn Lindberg	Finalized 2013 Public Library Statistical Report and published to site: http://www.secstate.wa.gov/library/libraries/libDev/publications.aspx#WAStats
Publications	*President's Message*; Learning Exchange, September 2014. Volume 31, Number 1. (Jennifer Fenton, Author) *Reading Matters* quarterly newsletter, 8,000 copies mailed to patrons and stakeholders. Editor is David Junius. Miller and many others are regular contributing authors. http://www.wtbbl.org/Newsletter.aspx - Stuivenga solicited and edited 2 WLA Member Profiles (Kelly Evans, Teresa Claypool) for WLA Connect e-newsletter
Social Media and Library 21 Initiative Nono Burling Diane Hutchins Shirley Lewis Joe Olayvar Evan Robb WTBBL et al.	- New Introduction to WSL video. - Film Gadget Menagerie training at WSL. - Attend LCW training to film meeting and interviews - Managed, main editor of the WSL blog- "Between the Lines". - Attended LCW meeting to film meeting and interviews with participants. - New followers in all Social Media channels. - WTBBL facebook page with three posts daily Monday – Friday on WTBBL items, disability related items, and community topics. Managed by David Junius, content approved by me. www.facebook.com/WTBBL.

Statewide Database Licensing (SDL) Will Stuivenga	**Activities** - Checked references for needs assessment contractor. - Working with OSOS contracts staff, completed writing and review process for needs assessment contract, which is ready to be sent out for signatures. - Promoted multi-state discounted group purchase offer from AWE Digital Learning Solutions. 10/2-4/2014 attended Washington Library Media Association annual conference in Yakima; helped with staffing WSL booth, met with vendors and school librarians.
Summer Reading Summit Carolyn Petersen Diane Hutchins Jeff Martin Rand Simmons	The Washington State Library and the Office of the Superintendent of Public Instruction (OSPI) will convened a group of 54 individuals October 1, 2014, in Yakima to begin the process of forming communitywide partnerships to further address the problem of the summer reading slump. 54 individuals attended this summit. The great majority were public librarians, followed by individuals from community organizations such as 4-H and United Way. Then public school individuals rounded out the group. Topics covered were: - Strategies for accessing successful summer programs - Partnering and Collaboration - Nutrition - Transportation - Grant and other funding opportunities. The desired outcome was the realization of the need for agencies to work together towards marshalling existing community resources to arrest summer learning slide in their local communities by offering children and teens extended and varied learning opportunities. Attendees expressed enthusiasm for what they learned at the Summit.
TLC 3 Carolyn Petersen	TLC 3 will support the implementation of Common Core in Washington public schools. While the TLC3 direct trainings will target teacher-librarians, TLC3 resources and professional development tools will be available to all educators and school administrators, public librarians, and communities engaged with Common Core implementation. Petersen conducted an online planning meeting with representatives from OSPI, TLC3 trainers and WLMA board.
Wayfinder: the catalogue of Washington Libraries/Washington Group Services Will Stuivenga	Processed OCLC cost reimbursements for three libraries participating in the Small Library OCLC Cost Reimbursement program Note: this program was available to public libraries serving a population under 30,000, and covered costs for three basic OCLC services: Cataloging, Interlibrary Loan, and WorldCat subscriptions, providing these services were new to the library. The purpose of the program was to encourage more small public libraries to incorporate their collection holdings into the Wayfinder statewide catalog, and by extension, into OCLC's

	WorldCat database, and to use the related OCLC services in their libraries. Reimbursement was 100% for three years, followed by 75%, 50%, and 25% respectively for the following three years. 5 public libraries, and 1 tribal library applied for this program. One has completed the entire 6 years, and the others are at various reimbursement stages.
Trainings: Webinars/In-person Workshops and WebJunction Jennifer Fenton	WebJunction is no longer offering the same services as before. We now offer Skillsoft courses through a contract with WebJunction, but WebJunction does not host them or compile statistics. WebJunction offers free archived webinars and self-paced courses but does not provide data to each state on their use. Trainings: 11 trainings, 9 in person and 2 online 199 total attendance Trainings included: - Leading Without Authority - Making Our Gadgets Work For Us - Social Software in Libraries - First Tuesdays
Washington Rural Heritage Evan Robb	Project management and training: - Worked with new sub-grantees to finalize and execute grant contracts. - Delivered introductory webinar for new WRH participants, providing an overview of the project, digitization workflow, and expectations regarding grant management. - Coordinated 4-hour copyright workshop for 18 individual participants. - Developed and delivered follow-up copyright webinar for participants. - Began site visits to new sub-grantees, visiting the Deming Library on 10/17. Digitization, collection management & administration, website design: - Finalized new collections in WRH database, including Clear Lake Heritage, Yakima County Heritage, Walla Walla County Heritage, and new sub-collections from existing WRH participants. - Developed new collection landing pages. - Worked with WRH interns to digitize and catalog approximately 400 items. - Performed backup of archival masters.

Washington Talking Book & Braille Library (WTBBL)

Danielle Miller

WTBBL builds community and provides equal access to information and reading materials for Washington residents unable to read standard print. The inability to read standard print may be because of blindness, visual impairment, deaf-blindness, any physical disability that makes holding a book or turning a page difficult, or a learning disability. Our responsibility is to provide books in audio, downloadable audio, braille, and downloadable braille as directed by the National Library Service for the Blind and Physically Handicapped of the Library of Congress.

We take this responsibility incredibly seriously and also provide additional services:

- large print books (16,468 items in collection, 1,236 circulated).
- local production of audio and braille books (13 audio books and 5 braille books produced).
- braille transcription class (8 students, nine month course).
- youth services program (webinar for teachers and parents [7 attendees], youth pen-pal program [23 participants]).
- technology training and instruction (13 one-on-one training sessions).
- materials and communications in Spanish (narration of two Richard Blanco poems and the WTBBL annual report).
- large volunteer program (113 volunteers provided 1,604 hours of service).
- In order to deliver the best service possible to Washington residents unable to read standard print. WTBBL serves people in all 39 counties and between the ages of 8 months to 111 years old. For many with disabilities, WTBBL isn't just a library; it is a connection to the world and a source of materials that combat loneliness and help tolerate of health concerns.